

BLW CARE PROGRAM...2005

DISPATCH & DISTRIBUTION – Keeping the Lights On - On August 15, 2005, G. Webb sent this note of thanks: *"Recently, I emailed your office regarding some street lights that were out. I received a response by the next morning and, within a few days, the lights were on. Thank you so much for your great service."*

CUSTOMER CARE – Our reps know first-hand the value of customer satisfaction and encounter many unusual requests: **DONNA WIGGINTON** (pictured below with supplies collected for Park Street Elementary) has been a member of the Customer Care team for 11 years. Having worked in a variety of positions including Cashier, New Service, Billing & Switchboard relief, her cross-training allows her to fill in for other areas as



needed.

Recently, a customer was so impressed by her service that he took the time to write our General Manager a nice letter stating: *"She quickly & professionally rendered a solution....Donna is a true asset to the City of Marietta and another reason I have always enjoyed living in the city. She is courteous, friendly, professional and set a great image for the city...Employees like Donna should make your job easier."* BLW management is in total agreement, stating that Donna is **"definitely an asset to Customer Service and the BLW."**

LISA CORNICK-TURPIN, a relative new member of Customer Care, made a wonderful impression on a customer and

displayed great customer service skills. The customer wrote us a note stating: *"Lisa is very pleasant, professional and very compassionate."*

And, sometimes it 'takes a village' - On August 5, 2005, Sgt. A. Hohl, USMC, sent the following message from Iraq regarding the joint service that **SUE SOUTH, MICHELLE THOMAS, NELLIE MAXWELL & SHARON SHULTZ** provided: *"...Thank you very much for the outstanding customer service. You have made my life much less stressful and allowed me to concentrate on my mission instead of worrying about matters at home. Once again, Thank You."*

LORI SMITH, an energetic Meters & Services Clerk who has worked for the BLW since 1997, started as Receptionist and then a Meter Reader, before advancing to her current position.



(Pictured with her cousins)

In addition to the full-time work she does for the BLW, she has been furthering her education at **Kennesaw State University, where she has been named to the Dean's List, despite carrying a full load of 4 classes!** She is pursuing her Bachelors Degree in Business Administration & Management and plans to graduate in Spring 2006.

Lori serves as an active member of the C.A.R.E. committee and represents her coworkers well. Dependable & hardworking, she seems to always rise to the occasion, with a grin on her face.

Thank you all for your CARING spirit!!!

